BEFORE THE ARIZONA CORPORATION C⸺⸺

COMMISSIONERS

SUSAN BITTER-SMITH, CHAIR
TOM FORESE
BOB STUMP
BOB BURNS
SUSAN BITTER SMITH

ORIGINAL

RICHARD GAYER,

        Complainant,

    v.

SOUTHWEST GAS CORPORATION,

        Respondent.

(Dwight D. Nodes, Hearing Officer)

DOCKET NO. G-01551A-13-0327

**Complainant's
R E P L Y
TO SWGAS' RESPONSE & OPPOSITION
TO COMPLAINANT'S
MOTION TO COMPLY AND STRIKE**

    Complainant Gayer hereby Replies to the Response and Opposition of SWGas to his Motion to Comply and Strike.

    The motivation behind Complainant's Objections is the arrogant habit of SWGas to play fast and loose with the clear language of the Order in Decision No. 74780.

    The Order expressly requires the addition of a "Monthly Weather Adjustment" to all customers' bills and SWGas recognizes that language in its Response & Opposition in two places (page 2 at lines 21-22 and page 3 at line 23). See also Exhibit D – "(EEP) *monthly* Weather Adjustment" (emp. added). Nonetheless, SWGas puts square brackets around that phrase and implies that its unilateral substitution of "EEP Weather Adjustment" somehow complies with the Order. It does not. It *does* confuse the monthly adjustment with the "EEP Annual Adjustment", and makes it appear that the weather adjustment is some kind of "update" rather than a recurring monthly charge during the six winter months. See the back of the compromise bill under "EEP Weather Adjustment and EEP Annual Adjustment – The Energy Efficiency Enabling Provision (EEP) weather adjustment *updates* customers' winter bills" (emp.
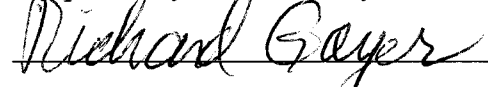
1	added). Nothing is "updated", but SWGas uses confusing language that certainly does not
2	comply with the Order in Decision No. 72723 on "efforts to improve communications with
3	customers". (Order at 43:24.)
4	In addition, nothing in SWGas' filings indicates how a customer will know where to find
5	information about the EEP. There should be a link on its homepage or under the "Residential"
6	tab thereon. It seems that SWGas' approach to compliance represents a minimal – and
7	insufficient – effort to communicate with its customers.
8	Complainant has submitted his Motion and submits this Reply in the hope that SWGas
9	will mend its ways on its own initiative without further orders from the Commission.
10	Dated: ___ March 2015

Respectfully submitted by,

Richard Gayer

RICHARD GAYER, Complainant
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CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

On ___ March 2015, I served a copy of this document via electronic mail on Respondent's attorney, Jason Wilcock, addressed to jason.wilcock@swgas.com.

On ___ March 2015, I served a copy of this document via electronic mail on Robert Gray of the Commission's Staff, addressed to BGray@azcc.gov.

On ___ March 2015, I served copies of this document via electronic mail on all five Commissioners addressed to Forese-web@azcc.gov, Little-web@azcc.gov, BitterSmith-web@azcc.gov, Stump-web@azcc.gov and RBurns-web@azcc.gov.

On ___ March 2015, I served a copy of this document via electronic mail on Steven Olea, Director of the Utilities Division, addressed to solea@azcc.gov.

I certify under penalty of perjury under the laws of the State of Arizona that the foregoing is true and correct.

Executed on ___ March 2015
at Phoenix, Arizona

Richard Gayer

RICHARD GAYER, Complainant